**Good Neighbours Coordinator**

**Kings Cross Good Neighbours Scheme**

Main location: Help on Your Doorstep, Hugh Cubitt Centre, N1

Salary:

Hours of work: 21 hours per week

Leave: 15 days per annum (plus long service days if applicable)

Reporting to:

Responsible for: Kings Cross volunteers

**Role overview**

To lead on the delivery of the Kings Cross Good Neighbours Scheme (GNS), working with local residents, staff and partners to ensure that community participation and wellbeing objectives are met.

To be part of the GNS team, contributing to the leadership and strategic development of GNS across the organisation.

**Responsibilities**

* To use a community development approach to achieve the aims and objectives of the Kings Cross Good Neighbours Scheme.
* To engage and collaborate with the local community, to create a greater sense of community in the Kings Cross area of Islington.
* To undertake outreach in the Kings Cross area to raise awareness of the Good Neighbours Scheme and engage with residents.
* To identify skills, assets and strengths within the community in partnership with residents, which will help enhance local wellbeing.
* To support residents and partner organisations to work together to improve residents’ wellbeing and create sustainable solutions.
* To address social isolation and support the community through the process of residents working together to design and deliver the project.
* To organise activities and events that meet the needs of residents.
* To collect accurate monitoring information on engagement service delivery and keep resident records up to date.
* To ensure that confidentiality and safeguarding policies are adhered to.
* To support residents to access local services being delivered outside the remit of the programme and to deliver our Connect service to ensure that any support needs are appropriately addressed.
* To take part in the leadership of the GNS team, contributing to the strategic development of all the Good Neighbours Schemes and ensuring that the work of GNS is embedded across the organisation.
* To engage in using social media tools like Facebook, WhatsApp and Instagram to promote the work of the GNS.
* To manage volunteers who support the work of GNS, ensuring that they are inducted and supported.
* To be an effective member of the Good Neighbours team, contributing to the overall work of Good Neighbours Schemes across the organisation.
* To carry out any other duties required to ensure the implementation of the programmes and projects for which Help on Your Doorstep is responsible.

**General duties**

* To contribute to the promotion of Help on Your Doorstep and its work.
* To participate and contribute to team meetings and organisation development.
* To engage in learning and take responsibility for your own personal development.
* Comply with Help on Your Doorstep’s policies, procedures and legal requirements including health and safety, data protection and equality.

**Person Specification**

**Essential criteria**

1. Experience of working with, motivating and developing volunteers and/ or line management.
2. Project management and project monitoring/ evaluation experience
3. Excellent communication skills, both written and oral, with the ability to build constructive and effective relationships with diverse people.
4. Proven organisational and administrative skills, and able to manage workload and prioritise effectively.
5. Experience of supporting people to improve their wellbeing or prospects.
6. Experience of organising successful and engaging activities and/ or events.
7. Experience of effective partnership working in a community based setting.
8. An understanding of the importance of a community development approach and ability to involve local residents in design and delivery of local services.
9. Ability and willingness to undertake regular outreach in the Kings Cross area, including knocking on residents’ doors, and the distribution of publicity.
10. Ability to work effectively, supportively and flexibly within a team.
11. Ability to use own initiative, create creative solutions and troubleshoot, including managing challenging situations in community settings.
12. Awareness of the issues facing deprived inner city local communities and the impact these have on people’s wellbeing and life chances.
13. Working knowledge of effective safeguarding policy and practice.
14. Good IT and digital skills with experience of using O365 or Microsoft Office and the ability to quickly learn how to use new software.
15. Proven and demonstrable commitment to the principles and practice of equal opportunities in employment and service delivery.
16. A willingness to work flexibly including evenings and occasional weekends

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1. Experience of using social media tools like Facebook and Instagram.
2. Experience of designing flyers and posters.